

I CLAIM:

1. A method for directing service in a vehicle comprising:  
receiving a service request from the vehicle;  
5 receiving a vehicle location;  
determining vehicle delivery-enabling information based on the  
service request and the vehicle location;  
configuring the service corresponding to the service request based  
on the vehicle delivery-enabling information; and  
10 sending the configured service to the vehicle.
2. The method of claim 1 further comprising:  
receiving a signal including a vehicle identifier from a vehicle  
communication component.  
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3. The method of claim 2 wherein the vehicle identifier is a unique  
code including user identifier information and vehicle location.
4. The method of claim 1 further comprising:  
sending a list of delivery channels to a vehicle communication  
20 component.
5. The method of claim 4 further comprising:  
selecting a channel from the list of delivery channels to deliver the  
configured service corresponding to the service request.

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6. The method of claim 5 further comprising:  
optimizing the configured service for communication based on the  
selected delivery channel.

5 7. The method of claim 1 further comprising:  
configuring a vehicle communication component in the vehicle  
based on the vehicle delivery-enabling information.

8. The method of claim 1 further comprising:  
10 creating a profile that includes vehicle delivery-enabling  
information.

9. The method of claim 1 wherein determining vehicle  
delivery-enabling information is based on at least one pre-determined user input.

15 10. The method of claim 1 wherein sending the service corresponding  
to the service request comprises sending electronic mail to a vehicle  
communication component.

20 11. The method of claim 1 further comprising:  
updating the vehicle delivery-enabling information at a service  
management application while the application is in contact with a vehicle  
communication component.

12. A system for directing service in a vehicle comprising:  
means for receiving a service request from the vehicle;  
means for receiving a vehicle location;  
5 means for determining vehicle delivery-enabling information based  
on the service request and the vehicle location;  
means for configuring the service corresponding to the service  
request based on the vehicle delivery-enabling information; and  
means for sending the configured service to the vehicle.
- 10 13. The system of claim 12 further comprising:  
means for receiving a signal including a vehicle identifier from a  
vehicle communication component.
14. The system of claim 12 further comprising:  
means for sending a list of delivery channels to a vehicle  
15 communication component.
15. The system of claim 14 further comprising:  
means for selecting a channel from the list of delivery channels to  
deliver the configured service corresponding to the service request.
- 20 16. The system of claim 15 further comprising:  
means for optimizing the configured service for communication  
based on the selected delivery channel.

17. The system of claim 12 further comprising:  
means for configuring a vehicle communication component in the  
vehicle based on the vehicle delivery-enabling information.

5 18. The system of claim 12 further comprising:  
means for creating a profile that includes vehicle delivery-enabling  
information.

19. The system of claim 1 further comprising:  
means for updating the vehicle delivery-enabling information at a  
10 service management application while the application is in contact with a vehicle  
communication component.

20. A computer usable medium including a program for directing  
service in a vehicle comprising:  
15 computer readable program code that receives a service request  
from the vehicle;  
computer readable program code that receives a vehicle location;  
computer readable program code that determines vehicle  
delivery-enabling information based on the service request and the vehicle  
20 location;  
computer readable program code that configures the service  
corresponding to the service request based on the vehicle delivery-enabling  
information; and  
computer readable program code that sends the configured service  
25 to the vehicle.

21. The computer usable medium of claim 20 comprising:  
computer readable program code that receives a signal including a  
vehicle identifier from a vehicle communication component.

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22. The computer usable medium of claim 21 wherein the vehicle  
identifier is a unique code including user identifier information and vehicle  
location.

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23. The computer usable medium of claim 20 further comprising:  
computer readable program code that sends a list of delivery  
channels to a vehicle communication component.

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24. The computer usable medium of claim 23 further comprising:  
computer readable program code that selects a channel from the  
list of delivery channels to deliver the configured service corresponding to the  
service request.

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25. The computer usable medium of claim 24 further comprising:  
computer readable program code that optimizes the configured  
service for communication based on the selected delivery channel.

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26. The computer usable medium of claim 20 further comprising:  
computer readable program code that configures a vehicle  
communication component in the vehicle based on the vehicle delivery-enabling  
information.

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